

## **205 CUSTOMER RESPONSIBILITIES**

Every Customer has a responsibility to:

- a) Provide accurate and complete information about their present conditions, previous services and other information relating to his/her situation.
- b) Be considerate of the rights of others, including his/her personal behavior.
- c) Respect the property of others and of the program's property.
- d) Refrain from verbal/physical abusive conduct toward NNPSR staff.
- e) Comply with all scheduled appointments, including arriving on time, or contacting the NNPSR staff to reschedule appointments.
- f) Develop a Personal Responsibility Plan (PRP) within forty-five (45) working days after the date of approval.
- g) Comply with Work Participation Requirements.
- h) Report, in a timely manner, any changes in their circumstances which may affect their benefits and their PRP.
- i) Complete and submit a Monthly Update Report (MUR) as required.
- j) Reapply if the need for assistance extends beyond the current approval period.
- k) Report all changes that may affect their eligibility within five (5) working days of the change.

## **206 EMPLOYEE RESPONSIBILITIES**

Program employees have a responsibility to:

- a) Provide assistance to Customers in completing the Application for Assistance and other necessary forms.
- b) Assist the Customer to understand and identify their own needs, interests, strengths and weaknesses as they begin to pursue self-sufficiency.
- c) Assist the Customer to explore all opportunities available to him or her.
- d) Ensure that Customers understand program requirements and consequences for non-compliance.
- e) Ensure that all Customers understand that, if they do not agree with a decision made regarding their application or assistance, they have the Right to Appeal the decision within ten (10) working days of the postmark date on the notification letter.
- f) Determine eligibility for NNPSR assistance and services.
- g) Make payment adjustments in a timely manner when the Customer reports a change in their circumstances.
- h) Explain and adhere to Confidentiality requirements.
- i) If necessary, verify information provided by the Customer.